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**PATENT****Docket No. RSW920000026US1****IN THE UNITED STATES PATENT AND TRADEMARK OFFICE**

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**Confirmation No.** 5014  
**Examiner:** T. Chuong  
**Group Art Unit:** 2174

**TITLE:** USER ASSISTANCE SYSTEM

**CERTIFICATE OF MAILING**

I hereby certify that this correspondence, along with any paper indicated as being enclosed, was being deposited with the United States Postal Service as first-class mail, postage prepaid, in an envelope addressed to: Commissioner for Patents, MAIL STOP AMENDMENT, P.O. Box 1450, Alexandria, VA 22313-1450, on August 17, 2004.

August 17, 2004

Date

Lynn M. White

**MAIL STOP AMENDMENT**  
Commissioner for Patents  
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**DECLARATION OF CARL T. ANDERSON**  
**UNDER 37 C.F.R. § 1.131**

I, Carl T. Anderson, do hereby declare the following:

(1) My name is Carl T. Anderson and I am a co-inventor of the above-identified application.

Application No. 09/592,387  
Page 2

August 17, 2004

(2) I submitted an invention disclosure ("Disclosure") on which the above-identified application is based to my employer, IBM Corporation, on August 9, 1999, and last modified the aforementioned Disclosure on August 13, 1999. A copy of the Disclosure is attached as Exhibit A.

(3) The Disclosure describes the invention described and claimed in the present application and the drawings contained in the Disclosure were filed with the present application.

I hereby declare that all statements made herein of my own knowledge are true and that all statements made on information and belief are believed to be true; and further that these statements were made with the knowledge that willful false statements and the like so made are punishable by fine or imprisonment, or both, under Section 1001 of Title 18 of the United States Code and that such willful false statements may jeopardize the validity of the application or any patent issued thereon.

Date: 8-17-2004

Carl T. Anderson  
Carl T. Anderson

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